

# **CREATIVE EPABX OFFICE (VER)**

**MANUALS  
REV 3.13**

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## **ABOUT YOUR MACHINE**

We congratulate you for being a proud owner of the Creative EPABX system. This EPABX system is available in configurations of 206/ 308/ 312 / 616 / 624 / 936 / 1048, which means it is capable of handling from 2 Trunk lines and 6 extensions upto 10 Trunk lines and 48 extensions. The CREATIVE EPABX is designed for use in small or medium sized business organizations. The main control centre is a microprocessor unit which contains 32 K EPROM. The switching method is controlled by semiconductor based solid-state space division switching matrix and stored program concept. The EPABX uses a switch mode power supply which ensures a stable power to your equipment. External CVT/Stabilizers must be installed in industrial areas or in any area which faces large power fluctuations. The system has highly versatile software which provides the user with a variety of features to suit one's communication requirements. The Program changes & feature availability by any extension can be either allotted or deleted even at the site by certain codes. The use of low power components reduces systems power & cooling requirement. The system has ease of installation and high reliability during operation.

The system is designed with an in-built mechanism where in the case of AC power failure the EPABX can switch over to battery automatically.

# GENERAL INSTRUCTIONS

## **Installation**

The main equipment should be placed in a cool, dry and well-ventilated place. It should not be placed in direct sunlight, damp areas, or near large electrical appliances like next to refrigerators, transformers, copying machines, air conditioners etc. The location of the EPABX should be such that it is easily accessible by the service engineer.

## **Power**

The system is designed to work on 230 V AC  $\pm 10\%$ , 50 Hz., but if any location suffers from wide electrical fluctuations, then CVT must be installed. Proper earthing must also be provided before the system is connected.

## **Switching ON**

If the main equipment is shut off, then there must be at least 30 seconds pause before switching ON again.

## **Functional check**

- a. After the main equipment is turned ON, the AC light should be lit.
- b. The main equipment shall work as per default factory setting. For user specific requirements, system programming shall be required as explained in the following pages.

## GENERAL SPECIFICATIONS OF THE EQUIPMENT

1. Maximum Configuration  

Stations	:	48 Max
Trunk Lines	:	10 Max
2. Cabling - Single pair for each Trunk & Station lines.
3. MDF (optional) - Krone Connectors with surge protection equipped as per capacity.
4. Power Supply 230 + 10%, 50 Hz
5. Battery Requirement 2x12 – 7.2 AH (secondary power source)
6. Decadic dialing      Pulse Rate      -      10 PPS  

Make break ratio	-	1:2
Inter digit time	-	650 msec. minimum
7. Line characteristics    (a)      Loop resistance for station - 150 Ohms.  
  (b)      Loop resistance for trunk - 1500 Ohms.
8. Extension Voltage 22V DC.

**There is no user serviceable parts inside the EPABX and hence the customer must never open the same.**



## **ISOLATING FAULTS AT THE MAIN DISTRIBUTION FRAME**

The Creative EPABXs provide the termination of all extensions & junction lines at the krone type MDF (optional). The user can check up any extension or junction line with the help of one telephone instrument & one isolation jack. The user will have to insert the jack at the desired location of the Krone MDF.

The jack provides one pair for the field side connections and another pair for the EPABX side connection. As the jack provides isolation between field & EPABX side, one can always connect the telephone instrument at field side pair & look for the voltage in case of the junction line problem. Similarly one can connect the telephone instrument at EPABX side pair of the isolation jack & check the corresponding extension if it is related to the EPABX extension.

Using this facility one can check all the junction lines without using the EPABX, thus ensuring one to conclude if the fault lies on the junction side or EPABX side.

## ABBREVIATIONS USED IN THIS MANUAL

LN	-	Line number (extension or trunk number).
HF	-	Hook Flash / Flash key
TN	-	Trunk telephone number
SUP	-	Self Supervisory Mode
TRK	-	Trunk number
EXT	-	Extension number
PSW	-	Password
COS	-	Class of service (Outward dialing facility)
DOT	-	Department of Telecommunications
TRSF	-	Transfer
RLS	-	Release
RDL	-	Redial
PROG	-	Programming
AS	-	Answer Station
AT	-	Answer Trunk
AB	-	Answer Back

---

## QUICK REFERENCE CHART

1. EXT TO EXT CALL	:	Ext. Number
2. ACCESS OF TRUNK LINES	:	0, or 70, 71, 72.....
3. TO HOLD A LINE ( Ext. or trunk )	:	Hook flash
4. CALL CONSULT	:	Hook flash + Ext. number
5. REDIAL	:	'*' or '82'
6. BARGE IN WITH WARNING TONE	:	56 + Ext. number
7. BARGE IN W/O WARNING TONE	:	57 + Ext. number
8. AUTOMATIC CALL BACK (ON BUSY EXT/TRUNK)	:	58 + Ext. /Trunk number
9. CALL TRANSFER	:	Hook flash + Ext. number
10. CALL CAMP ON	:	Hook flash + Ext. number
11. FLASHING ON TRUNK LINE	:	Hook flash + '*'
12. CALL PICK-UP		
i. any ringing trunk line	:	6
ii. any ringing Ext.	:	54 + Ext. number
iii. Parked call from same ext	:	86
iv. Parked call from other ext	:	53 + Ext. number
13. PAGING	:	80
14. DAY / NIGHT MODE SETTING	:	9 + ZZ + 1/0 (1=Day, 0=Night)
15. DO NOT DISTURB	:	84
16. DIAL FROM GLOBAL BANKS	:	110 - 199.
17. DIAL FROM PERSONAL BANKS	:	100-109
18. FORWARD (DIVERT) LINE	:	51 + Destination Ext. number
19. CALL FORWARD BUSY	:	SUP + 3 + Ext No.
20. FOLLOW ME	:	52 + Own Ext. number
21. FIVE PARTY CONFERENCE	:	83
22. PARK A LINE	:	Hook flash + 9

**WITH OWN SUPERVISORY CODE**

23. SUP (Get into supervisory code) : 55 + Ext Personal Code
24. CLASS OF SERVICE : SUP + 1 + COS
25. DEFINE A,B,C,D KEYS : SUP + 6 + K + XYZ + HF
26. FILL PERSONAL BANK : SUP + 8 + B + LN + TN + HF
27. CHANGE OWN PASSWORD : SUP + 2/\* + NNN + NNN
28. DOSA ACCESS : SUP + # + 0/1 (lock/unlock)
29. CANCELLATION OF ALL SETTING: SUP + 50
30. CALL FORWARD BUSY : SUP + 3 + Destination Ext No.
31. SETTING OF HOT LINE
- a. immediate-internal : SUP + 9 + 0 + Ext no. + HF
  - b. delayed-internal : SUP + 9 + 1 + Ext no. + HF
  - c. immediate external : SUP + 9 + 0 + LN + HF
  - only dial tone**
  - d. delayed external : SUP + 9 + 1 + LN. + H.F.
  - only dial tone**
  - e. immediate-external no. : SUP + 9 + 0 + LN + TN + HF
  - f. delayed-external no. : SUP + 9 + 1 + LN + TN + HF
32. CANCELLATION OF HOT LINES
- a. Immediate Hot line : By System Programming
  - b. Delayed Hot line : SUP + 50

**FOR CONSOLE OPERATIONS**

- 1. Attend incoming Station calls - AS
- 2. Attend incoming trunk calls - AT
- 3. Transfer incoming trunk calls - TRSF +Ext.No.+ RLS
- 4. Attend Unanswered trunk calls - AB
- 5. Hold a trunk line - HOLD
- 6. Trunk Access - TK1 - TK10
- 7. Call Extension - Extension number
- 8. Re-dial last number on Trunk line - RDL
- 9. View incoming call Ext. number - #
- 10. Turn the Buzzer OFF - RDL
- 11. Forceful release of a trunk line - AB+Trk key (TK1-TK10)
- 12. Form feed command for printer - PROG + TK9

## DIP SWITCH SETTING

Systems are having some jumper settings for various configurations. System-wise setting is as follows-

### **AX206**

This system has no DIP switch setting. With this system, console connectivity, printer connectivity, VRR, fax homing, are not available.

### **AX308**

For Console facility, remove the jumper P4.

For w/o console, put a shorting plug on P4.

With AX308, Hotel version is not available.

### **AX616**

For Console facility, remove the jumper P5.

For w/o console, put a shorting plug on P5.

For Hotel Version, different EPROM has to be installed.

### **AX624**

EPROM For AX624 Hotel /Office are same i.e. A624.

EPROM for Dual console- Hotel version, same EPROM will be installed while for Office version dual console EPROM BC624.

### **AX936/1028**

EPROM For AX1048 Hotel/Office, are same i.e. A1048. For Dual Console- Hotel version, same EPROM will be installed while for Office version dual console EPROM BC1048.

For configuring the system for w/o console or Hotel version or office version, 4 DIP Switches (SW1) are located on the CPU itself.

	<b>SW1-1</b>	<b>SW1-2</b>
w/o console	OFF	OFF
Hotel dual console	ON	OFF
Office	OFF	ON
HOTEL	ON	ON

SW1-3 is for VRR messages.

## NOTES

## FEATURE EXPLANATION

CREATIVE EPABXs provide a host of features which can be activated by use of certain predefined codes. Some features are programmed for future usage & come into effect after some finite amount of time has elapsed, like alarms. To assure the user of the system that EPABX has accepted the program & would operate according to the instructions, system is so designed that it emits a confirmation tone each time programming has been accepted. This confirmatory tone must be heard every time programming has been done.

The features are explained below:

### 1. ENTER INTO OWN SUPERVISORY MODE

Several functions can be programmed for extension only under own supervisory mode. This programming is extension specific hence programmable from each extension user by using his own code. This code is dynamic & can be changed by the user.

- Lift hand set, hear system dial tone.
- Dial 55 + Extension's Personal Code
- Now you may dial the desired Programming Code.

### 2. MASTER CANCELLATION

To cancel features like DND, Follow Me, Call Forward, Hot line

- Get into supervisory mode.
- Dial 50.
- Hear confirmation tone & hang up.

### 3. TO CHANGE YOUR PERSONAL PASSWORD

Each extension in the system has a unique password. This password will allow you to activate various feature like changing your COS, storing numbers in your personal bank, setting hotline etc. The default pass code for all the extensions in the system is 777. This password can be changed by you at any time. Changing the pass code must be made from your own telephone. Password consists of 3 digits.

**To change personal password**

- Get into self-supervisory mode.
- Dial 2 NNN NNN (Where 'NNN' is the 3 digit new password).
- Hear Confirmation tone.
- Press RLS key or hang up.

**4. EXTENSION TO EXTENSION CALL**

This feature is the basic feature of an intercom wherein an extension user can talk to another extension user.

- Lift hand set, hear system dial tone.
- Dial Extension No., wait for Ring back tone.
- Speak when called party answers.

Ext. Nos are from 20 to 25 in case of AX206, 20 to 27 in case of AX308, 20 to 35 in case of AX616, 20 to 43 in case of AX624, 200 to 235 in case of AX936 and 200 to 247 in case of AX1048.

**Important :** If an extension is busy with any extension or trunk line, the caller will hear ordinary engage tone, but if there is any wiring problem or the handset of the called extension is not placed properly on hook, the caller will hear the burst type engage tone.

**5. ACCESS OF TRUNK LINES: RIGHT DEPENDENT**

When an extension user wishes to access a trunk line for dialing external numbers then one can access trunk line in one of the following ways :

- Lift hand set, Hear system dial tone.
- Dial " 0 " for trunk dial tone
- Or, dial "any TRK access code i.e. 70 to 79" to get trunk dial tone.

(70 & 71 for AX206, 70/71/72 for AX308, 70 to 75 in case of AX616 & AX624, 70 to 78 in case of AX936 & 70 to 79 in case of AX1048) to access specific line.



## 6. TO HOLD A LINE (Extension or Trunk)

Extension user can hold any party (extension or trunk) during conversation by the following procedure for activities like call consult, call transfer, call parking or conference :

- During conversation, hook flash.
- Extension user will get service confirmation tone for few seconds while the other party will get music on hold.

**Note:** Extension user can retrieve back the hold party again by hook flash.

## 7. CALL CONSULT

It is often required to consult with your colleague/staff while conversing with an external or internal caller. This feature enables you to talk to other extension while first party is on Hold.

- The procedure is as follows :
- Hold the line by pressing hook flash.
- Dial desired extension number.
- Talk with second party.
- Use hook switch to toggle between the two parties.
- If called extension disconnects, you will be connected to first party automatically.

## 8. CALL TRANSFER

Any internal or external call received / originated at any extension can be transferred from that extension to any other extension.

- While talking to a party, hook flash & hear confirmation tone.
- Dial the Extension No. to which you want to transfer the call.
- Wait for ring back tone. If called extension is busy then you may camp the call.
- You may hang up, call will be transferred automatically.
- You may wait for answer to inform the caller and hang up.

**Note :** If the transferred call is unanswered for approximately 60 sec, it will be diverted to the extension from which the call was transferred and if at this time the extension (who transferred the call) is busy then the call will be diverted to the operator.

## 9. CALL PICK-UP

This feature allows an extension user to pick up the call at his own extension w/o physically moving to that particular ringing extension.

- Lift handset of your extension, hear system dial tone.
- Dial 6.

This feature will give priority to an incoming trunk line ringing, & then an extension that is ringing and then to the trunk lines queued to the extension (not to the operator).

If you want to pick up a particular extension then

- Lift handset of your extension, hear system dial tone.
- Dial 54 + ringing Ext. no.

## 10. CALL PARKING

This facility is useful when the extension user desires to become free temporarily in the middle of a conversation to attend to some important function like to receive a camped call or for consultation. It is a very useful feature when the user wants to put multiple parties on hold, or want to establish conference.

The procedure is as follows:

- While talking to a party, Hook Flash, Dial 9.
- Hang up.
- Extension user will be free & the current call will be on hold.
- Now extension user can do the desired activity.

### To pickup the parked call

**From same extension** (from which the call was parked).

- Hear system dial tone.
- Dial 86.

**From any other extension**

- Hear system dial tone.
- Dial 53 + extension number (from which the call was parked).

If parked call is not picked up by the extension user, system will remind this extension after approximately 5 minutes. If call is not attended for 60 sec., it shall be disconnected.

## 11. CALL CAMP ON

The feature allows an extension user to transfer external calls even to a busy extension. After camping a call to any busy extension, transferring extension becomes free & the call gets transferred / camped on to the busy extension. The busy extension on which the call is transferred (camped on) gets call waiting tone and can attend the call as soon as he finishes his busy call.

- On getting busy tone while transferring call to any extension, which is busy, Hang up.
- Your extension becomes free and call is camped on.

### Picking up Camped Call

- At the moment when the call is camped on, the receiving extension will get the call waiting tone.
- If receiving extension wants to receive the camped call first without disconnecting the current call, he has to park the current call by pressing the hook flash and by dialing `9'.
- When first call is parked, place hand set and second call gets through automatically.
- Finish the call and pick up the parked call by dialing `86'.

#### *Alternatively*

- You can finish up with first party after going ON HOOK.

Camped call will immediately ring at your extension. Now pick up the handset and start conversation with camped party.

**Note :** The camped call will be queued to the busy extension for approximately 60 seconds only & if still it is not attended then it will go back to the extension who camped this call.

The queued call will intimate the extension user by a beep only once.

## 12. INCOMING TRUNK LINE QUEUING

This feature enables the extension user to handle more than one incoming calls. If there are queued calls to any extension user, extension user will get a beep tone as an indication of queued call.

### 13. BROKERS CALL

When it is required to talk to two parties one by one, brokers call can be used. It has 2 procedures:

- Use hook flash to switch between them.

Or

- Use Call Parking as follows:

- STEP 1 - Park the current call #1 (as illustrated earlier)
- STEP 2 - Get dial tone and call other party to start conversation  
or  
if there is an incoming call (direct or transferred) you may start conversation with this call (call #2).
- STEP 3 - Park call #2
- STEP 4 - Get dial tone
- STEP 5 - Retrieve the earliest parked call #1 by code `86` and start conversation.
- STEP 6 - Park this call.
- STEP 7 - Again retrieve the earliest parked call #2 by code `86`.
- STEP 8 - Now the call #2 is connected again.

The procedure from STEP 3 can be repeated again.

### 14. AUTO CALL BACK ON BUSY EXT./TRUNK

If the called extension or trunk is found busy, this feature automatically connects the caller to the required extension/ trunk as soon as the called port is free. In this case both the user and the caller extensions ring simultaneously and a conversation can be established.

- On hearing busy tone from extension or trunk line, disconnect.
- Hear system dial tone & dial `58` followed by extension no or trunk access code that you want to get connected to.
- In case call back is for extension, as soon as called extension is free your extension will start ringing. Simultaneously other extension will also start ringing.
- If call back is asked on trunk, trunk dial tone will be heard on your phone when you pick up the handset when auto call back is matured.

## 15. CALL FORWARDING (ALL CALLS)

The feature allows an extension user to receive the calls at any other extension.

- Lift handset of the extension to be forwarded (diverted).
- Dial 51 + extension number (to which calls are to be diverted).
- Hear confirmation tone and hang up.

## 16. CALL FORWARD BUSY

This feature enables call diversion to another extension if one extension is busy. To activate this feature, the procedure is as given below:

- Get into own supervisory mode.
- Dial 3 + Destination Extension.
- Hear confirmation tone and then Hang up.

**Cancellation** of this feature is as follows

- Get into own supervisory mode.
- Dial 50.
- Hear confirmation tone and hang up.

## 17. FOLLOW ME

This feature is very useful for people who are mobile and keep moving from one room to another. By the help of this feature, incoming calls can be made to follow the extension user. In other words extension user can use any extension, by dialing a code, to receive all incoming calls directed at his original extension. The Procedure is as follows:

- First put your own extension in do not disturb mode (DND).
- Lift the handset of the ext where the user wants to receive calls.
- Dial 52 followed by the extension number whose calls are to be forwarded to this extension.

**Cancellation** of this feature is as follows :

- Get into own supervisory mode.
- Dial 50.
- Hear confirmation tone and Hang up.
- As own extension is in DND, so cancel the DND also from own extension.

## 18. BOSS SECRETARY SYSTEM

This feature allows you to get all your calls, to land on some other extension which is defined as your secretary. In this case you become a boss extension. In such situations all calls coming on the extension of boss, will land on secretary extension who can transfer the call to the boss extension, if required. Only secretary extension can directly call the to boss extension.

In Creative EPABX you can define multiple boss / secretary extensions. One secretary can have Multiple bosses, but one boss can not have multiple secretaries.

Boss-Secretary setting will be done through system programming.

**Note :** Boss-Secretary system is not applicable for operator.

## 19. BARGE IN WITH WARNING TONE (RIGHT DEPENDENT)

If some extension or trunk is found busy, this feature allows the extension user to get into the conversation of the busy extension with a warning tone, by the following method:

- On hearing engage tone on an extension no., disconnect.
- Hear system dial tone & dial 56 followed by the Ext No..
- A burst tone will be heard by all parties.
- You may now speak in between the conversing parties.

## 20. BARGE IN W/O WARNING TONE (RIGHT DEPENDENT)

If some extension is found busy, this feature allows the extension user to get into the conversation of the busy extension without any warning tone as follows:

- On hearing engage tone on an extension no., disconnect.
- Hear system dial tone & dial 57 followed by Ext. No. that you want to barge in.
- You may now speak in between the conversing parties.

## 21. REDIAL

An extension user can repeatedly dial the last number dialed (extension or trunk) without pressing all the numbers again by the following procedure:

- Disconnect the current call.
- Lift hand set, hear system dial tone.
- Dial “\*” or “82”.
- Wait for dialing to complete. Ring Back or Busy Tone, as the case may be is received from the telephone instrument.

**Note :** If the instrument is in pulse mode then ‘\*\*’ has to be dialed.

## 22. DYNAMIC STD/LOCAL CALL CONTROL

The system offers a very unique facility to all extension users to completely prevent misuse of local/STD/ISD call facilities provided to them depending upon their Class of Service decided by the management. The extension users can lock/unlock the level of dialing facilities available on his extension by simple programming.

The class of service is subject to highest class of service available to you by system programming.

- Get into own supervisory mode.
- Dial 1 + COS                                      Where, COS is desired class of service.

COS 0 - No external call (i.e. only external calls allowed).

1 - Restricted Dialing (i.e. external allowed, barring some predefined starting digits).

2 - Level One off (i.e. even restricted digits are allowed, but the numbers starting from 1 are not allowed).

3 - All Local calls allowed

4 - Only Local & STD calls allowed

**Caution :** Once a password has been defined, the code is known only to you. If you forget the password, you will not be able to activate the features that require it. In case you forget your password, you may take help of our engineer.

Now your personal password is changed to new password 'NNN'. Personal password should be kept secret so as to avoid any chance of misuse and should be changed from time to time. If you forget your personal password, you may take help of our engineer.

**Default :** 777 is the personal password set by system programming.

## 23. DIALING FROM PERSONAL MEMORY BANK

The system gives the facility of storing telephone numbers in memory banks. Extension user can store ten numbers in his personal memory bank which is stored exclusively for his own extension and can be accessed by that particular extension only. The extension user can dial the external telephone nos. stored in his personal memory bank by just pressing a 3-digit code (depending on class of service provided to the extension). The process is as follows:

- Lift the handset and hear the system dial tone.
- Dial the desired personal bank number, i.e. 100 -109 (3-digit codes).
- The external no. stored in the particular memory will be dialled automatically.
- Wait for entire no. to be dialed.
- The external number will be dialled and ring back / or engage tone as the case may be, will be heard.
- Extension user may start conversation now.

**Note:** The personal memory bank can be filled through own supervisory mode as follows:

- Get into supervisory mode.
- Dial 8 + Bank number + Line number + Tel number + Flash
- Hear burst tone and hang up.

Where,

Bank number - 0-9 (for bank codes 100-109 respectively).

Line number - 70, 71, 72..... (Trunk access numbers).

Tel number – External telephone number to be stored.

## 24. DIALING FROM GLOBAL MEMORY BANK

System provides the facility to store upto ninety external telephone numbers in the Global memory bank which can be accessed from any extension having dialing rights. Extension user can get these numbers dialed by dialing a three-digit code. The process is as follows:

- Lift the handset and wait for system dial tone.
- Dial the desired bank number, i.e. 110 - 199.
- The external no. stored in the particular memory will be dialled automatically.
- Wait for entire telephone number to be dialled & then you will get ring back tone or engaged tone, accordingly.
- Extension user may start conversation now.



**Note :** First forty-five Global bank numbers, i.e. 110 to 154 depends on class of service, provided to the extension. The rest forty-five global bank numbers 155 to 199 are defined as Mode- Free global bank numbers and can be dialled even if class of service is lower than the expected one i.e. these banks are free of class of service settings.

It is a very useful feature when watchman or any other extension user needs to dial emergency numbers, who are otherwise denied access for dialing on P&T network.

The Global memory bank can be filled through System Programming only.

## 25. CONFERENCE

A conference can be established among maximum 5 parties including the originator. Other participants of the conference can be either internal or external.

The procedure is as follows:

- While talking to a party (Internal / External), park it by flashing the hook & by dialing `9'. Disconnect to get system dial tone.
- Repeat above procedure for parking of other parties with whom you want to establish the conference.
- After having parked all calls, dial "83" to start conference among parked calls. All parties can listen to each other now.
- If any of the parties (except conference originator) disconnects, then he gets out of the conference without disturbing the other extensions.
- The conference will be terminated when the extension who initiated the conference disconnects.

## 26. THREE PARTY CONFERENCE

This feature enables user to activate a simple and mostly used conference by just pressing Hook switch or flash key. This type of conference is possible only as explained here.

If extension A is talking on a Trunk line. Extension A does Hook flash & dials extension B. Extension B answers and Trunk line is on hold. Now extension A is talking to extension B. If extension B has barge in rights and he does Hook flash then this will result in a three party conference.

## 27. SETTING OF HOTLINE (UNDER OWN SUPERVISORY MODE)

This facility enables you to set hotline with an extension or even an external number. If an extension user is set for hot line then by just lifting the handset, the extension that you have set for hotline, will ring & you will get a ring back tone. If an external number is set for hotline then by just lifting the handset the external number will be dialled. If one of the trunk is set on Hot line modes then that trunk will get connected on picking up the handset.

Further it can be defined to work in two different ways :

- a) Immediate Hot Line, i.e. on lifting the handset, hot line will be activated immediately.
- b) Delayed Hot Line, i.e. on lifting the handset, first system will provide system dial tone for 3 seconds. If no key is pressed within this 3 sec., predefined hot line will be activated.

If immediate hotline is set on any extension, extension will be dedicated for the desired hotline while with delayed hot line, extension will not be dedicated for the defined hotline. That extension can be used for other facilities.

### TO SET HOT LINE : ENTER INTO OWN SUPERVISORY MODE

- Dial 9 + 0 + Ext no. + H.F. - Hot line immediate internal.  
Dial 9 + 1 + Ext no. + H.F. - Hot line delayed internal.  
Dial 9 + 0 + LN. + H.F. - Hot line immediate external dial tone.  
(LN = 0,70,71...)  
Dial 9 + 1 + LN. + H.F. - Hot line delayed external only dial tone.  
(LN= 0,70,71.....)  
Dial 9 + 0 + LN + TN + H.F. - Hot line immediate with external no.  
(LN = 0,70,71.. , & TN is the external Tel No.)  
Dial 9 + 1 + LN + TN + H.F. - Hot line delayed with external no.  
(LN = 0,70,71.. , & TN is the external Tel No.)

Cancellation of **Immediate Hot Line** can be done by system programming.

Cancellation of **Delayed Hot Line** is done as follows:

- Get into supervisory mode and dial '50'.
- Hear burst tone and hang up.

## 28. DIRECT INWARD DIALING (DID)

This feature is set on a Trunk line where an external caller is allowed to dial the extension number directly without having to be transferred via some other extension or operator. If DID feature is activated then a VRR is used for voice guidance which is optional. If a fax tone is detected by the system on DID line then system is intelligent enough to divert that call to the fax port.

System has in-built 4 level VRR. The various VRR levels are as follows:

VRR Levels	Message Duration
Welcome Message	9 Sec.
Busy Message	9 Sec.
Invalid Number Message	9 Sec.
No number dialed Message	9 Sec.

All messages are of 9 seconds duration. But if a smaller message is to be stored then disconnect immediately after message is over & do not wait for confirmation tone. Please note that when the "Busy" or "Invalid" or "No number dialed" message is being played, the system will allow you to retry another number. After the "No Number dialed message" is played, the call will be treated as DID failure & it will ring in the preprogrammed mode.

If a trunk is set in DID mode then the procedure to be adopted by the external caller is as illustrated below:

When external caller dials the number which is set in DID mode, then for first 3-4 sec he gets trunk line's ring back tone. After this the call is matured by the EPABX itself and the system sends an assurance tone (this should be substituted by a voice message i.e. VRR should be used) indicating the caller that now the system expects a 2/3 digit extension number in DTMF only, or it needs a fax tone from the external caller. If fax tone is detected then line is diverted to the fax port.

On an incoming on a DID line, the caller will get a "Welcome Message" stating 'Welcome to Creative Informatics Pvt. Ltd., dial the desired extension number or wait for the operator'.

If the external caller does not dial any extension number then EPABX will play the "No Number Dialed Message" as follows: 'No number is dialed & you are being transferred to the operator. While this message is being played, the external caller can dial another extension number also.

If the external caller dials an invalid number, caller will get the message 'Dialed extension no. is busy, pls. dial another extension no. or wait for assistance'. Now caller can try another extension no.

If the extension number dialed is valid but busy, then the caller will get a message 'The dialed extension number is busy, dial another extension number. Now caller can try another extension number.

Now if caller is not trying another extension numbers, it will be a DID failure case. (Refer the DID failure case)

If the system does not have VRR facility then also DID facility can be availed by the external caller but he will not get any voice guidance. In such a case, if the external caller dials a valid extension number in DTMF and that extension number is free then that extension will ring for a maximum period of 20 seconds until it is answered.

In cases when

- The external caller does not dial any extension number in DTMF.
- The external caller dials an invalid number.
- The extension number dialed is valid but busy.
- The extension number dialed is valid & free but dialed extension number is unanswered till 20 seconds.

All these are the DID failure cases & the call will ring in one of the following options as set.

#### **DID failure with AX308 / 616**

- A round robin ring will be present on self service group of the trunk.
- A simultaneous ring will be present on self service group of the trunk.
- A simultaneous ring will be present on common service group of trunk
- It will go to OPERATOR.
- It will ring at ext. defined as ONE TERMINATION for trunk line.

If still the call is unanswered at all ringing extensions it will be disconnected & the trunk will be released.

**DID failure with AX624 & above:** call will be diverted to operator only

**Note:** Only one call can be processed by the VRR. If another call comes on another trunk line, it will be diverted to operator w/o any message.

**Important:** Voice Guidance is not available with 206 but DID facility without VRR can be availed.

## 29. DOSA

The inward dialing facility when extended for use of trunk lines connected to the system is called DOSA facility. Thereby the external user can actually access the Trunk line connected to the system & make calls on the outside network.

To use such facility, external caller has to call up any trunk connected to the system & that trunk should be programmed in DID mode.

Now system will pick-up the called trunk & system will provide a beep tone to the external caller (in case of VRR, beep tone will be replaced with the voice)

Now caller has to dial `90+own extension number + own personal code. With this the external caller will receive silence & can access another trunk line by dialing `0'. Usage of trunk lines will depend on the rights of his own extension. Now external caller can talk through that trunk

If caller gets the called tel number engaged, he can reinitiate by pressing `\*1'. After pressing `\*1', caller has to pickup the trunk & dial the STD No.

If caller wants to come out from DOSA, he has to dial `\*2'. If caller comes out w/o this, system will release the trunks only after 1 minute approximately.

Now if the called number is through than system is so intelligently designed that the call will be disconnected under this mode if no key is dialled for a given period of time. This time is user definable. Once this time is defined, say 30 seconds, then within every 30 seconds you have to dial any key. System will provide a beep before disconnecting the DOSA call.

Now if caller wants to extend the call, he has to press a digit.

The call disconnection time is defined during the conversation ,for this dial \*X, where X=3,4,9,0 and is in multiple of 10 sec. If X=0, the disconnect time is 100 seconds.

**Note :** Extension, through which DOSA is supposed to avail, should be unlocked for DOSA accessing. Billing of such calls will be on the account of the extension user. In DOSA dialing the outgoing call on the Trunk line will always be dialled in the pulse mode irrespective of the pulse/tone setting. This is done because the level of tone signal may be weak to be accepted by the city exchange.

### 30. UNLOCKING OF DOSA FACILITY FOR AN EXT

You can lock/unlock the DOSA facility for your extension by the following procedure. Get into own supervisory mode.

- Dial # 1 to unlock
- Dial # 0 to lock

**Default :** DOSA is locked.

### 31. FLASHING ON TRUNK LINE

(This feature is available only with AX206/AX308/AX616)

An extension user can flash the Trunk line which is required in case of call waiting facility provided by central exchange (DOT). The Procedure is as follows:

- During conversation on trunk line, flash the hook- switch.
- Press `\* \*'. Now trunk line is flashed.
- Dial the code for desired facility. For example, for queued call pickup, code given by DOT is `2'.
- Flash on Trunk line will be of 600 msec.

### 82. DO NOT DISTURB

If an extension user does not want to be called by another extensions, this feature allows the extension to protect itself from being called. However, the extension user can call others.

- Dial 84.
- Get assurance tone.
- Hang up.

#### Cancellation

- Get into own supervisory mode.
- Dial 50.
- Get assurance tone.
- Hang up.

### 33. AUTO CALL BACK ON DND

When it is required to contact an extension which is in the DND mode, the calling extension user can dial the auto call back code as explained earlier. As soon as extension comes out of the DND mode, both the extensions will ring simultaneously & conversation will be established.

**Cancellation** of this feature can be done as follows:

- Get into own supervisory mode.
- Dial 50.
- Hear confirmation tone & Hang up.

### 34. PAGING : RIGHT DEPENDENT

Some times extension user may require to just make an announcement without waiting for response from other side. For example, to call a person from reception area. System has an in built speaker & an amplifier circuit & can make an announcement which can be effectively heard within 15 feet from the system. The procedure is:

- Lift the handset and wait for system dial tone.
- Dial '80'.
- Extension user gets connected to the speaker of the system.
- Announcement can be done now.

**Note:** This feature is not available with AX 206.

### 35. DAY / NIGHT MODE SETTING (Manual)

The system offers a facility of operating in two different modes, i.e. day and night modes, wherein the calls landing on various trunk lines can be variably defined for day and night. e.g., in Day mode the calls of a particular trunk line can be made to land on three different extensions simultaneously, or in round robin mode (one after the other in case of busy /no reply), whereas in Night mode these can be made to land on "One termination" i.e. any one extension which can be the watchman.

The landing of the trunks & outward dialing facility of the extensions can be changed by switchover from Day Mode to the Night Mode. The system can be set for auto Day and Night Mode changeover, at the timings prescribed by the user. Further to this, the user can also

facilitate a manual changeover during the day or night. This is useful when night mode is required on a holiday / off-day.

The manual setting remains in effect till the next auto D/N mode changeover time.

The manual setting is done as follows:

- Lift handset and hear system dial tone.
- Dial 9 + ZZ + M  
where, M = 1 for Day Mode, M= 0 for Night Mode  
ZZ = Day/Night changeover code.
- Hang up

**Note:** ZZ is the Day/Night changeover code and can be set during system programming. Default night code is 99.

## 36. SINGLE KEY OPERATION

CREATIVE Systems provide for single key operation by use of special CREATIVE telephones. Key A, B, C & D can be programmed to substitute any function requiring code in its normal operation. The procedure is as follows:

- Get into own supervisory mode.
- Dial 6 + K+ XYZ + HF  
Where K = 1,2,3,4 for A,B,C,D keys respectively  
& XYZ is the code required to be substituted by A, B, C, D.

## 37. AUTO FAX DETECTION

**(Fax detection is available only with AX308 onwards)**

The system can detect an incoming fax call, which will be automatically diverted to the fax port. For auto fax detection, the Trunk line must be programmed for DID landing. An incoming Trunk call if queued to an extension gives a beep tone indication. But if a call is queued to a fax extension, there will be no beep tone in order to avoid disturbing an incoming or an outgoing fax message.



## OPERATOR CONSOLE

The operator console is very sleek and elegantly designed and offers an elegant look for your reception. The console is user friendly to provide ease and efficiency to the operator. It provides you with many advantages. The LCD (Liquid Crystal Display) in the console offers you top of the line features like In-house caller's name along with his extension number, numbers dialled from the console.

The console is intelligent, wherein it can be used to calculate the actual amount for calls made in Rupee and paisa values. All the system programs can be entered through the console.

It comes with a DSS console (Direct Station Selector) & offers single key access to all extension. Every extension is assigned a separate key & thus it eliminates the needs to dial the extension. Each key has an LED which displays the status of the extension.

This section deals with the operation of the console.

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# CONSOLE ATTENDANT FEATURES

## 1. ATTENDING INCOMING STATION CALLS

When an extension calls operator, the **AS** key will start blinking along with the buzzer sound. The call can be attended by pressing **AS** key. Now the display will show the extension number from which the call was originated (and the extension user name if it has been programmed). After conversation, press **RELS** key or replace the hand set on the cradle.

## 2. ATTENDING INCOMING TRUNK LINES

When an incoming trunk line lands in the console, '**AT**' key & the corresponding trunk key (TK1-TK10) will start glowing along with the buzzer sound. The call can be attended by pressing the **AT** key. The display will show the trunk number in which the incoming call has landed.

## 3. CALL TRANSFER

### (a) WITH CONSULT

To transfer an incoming trunk line to an extension, after consultation with the user, the procedure is as follows :

- Press **TRSF** key and then dial the required extension number or press the required key on the **DSS**.
- Wait for the extension user to answer the call. After consulting with the called party, press **RLS** key to connect the trunk to the extension. If the extension does not want to take the call, he has to replace his receiver on the cradle. The call will automatically get connected to the console.

### (b) WITHOUT CONSULT

To transfer an incoming trunk line to an extension, without consulting, the procedure is as follows:

- Press **TNSR** key and dial the required extension number or press the required key on the **DSS**.
- Wait for the ring back tone then press **RLS** key.

**Note :** The console operator can even transfer a call while the dialing in pulse mode is still in progress.

## 4. ATTENDING UNANSWERED TRUNK LINES

When the operator has transferred an incoming trunk call to an extension and if that call is unanswered, the call will again come back to the operator. Now **AB** key will start blinking along with buzzer sound. The call can be attended by pressing **AB** key. After conversation, press **RLS** key or replace the hand-set on the cradle.

## 5. HOLD TRUNK LINE

A trunk line in conversation with the console can be permanently put on hold by pressing the **HOLD** key. The corresponding trunk key (TK1-TK10) will start blinking. Now the console is free to attend other calls. The trunk line can be retrieved back by pressing the corresponding trunk line key (TK1-TK10) or on dialing the corresponding trunk access code.

**Note:** A trunk line put on hold by the operator will blink fast on the console, whereas a line put on hold by an auxiliary operator or any other extension will be displayed as blinking at a slower rate on the console. This gives an indication to the operator as to whether the line has been put on hold by some other extension or by himself. Similarly the auxiliary operator will be able to identify the trunk lines that have been put on hold by him since it will blink faster on his console.

## 6. CONNECTING A TRUNK LINE AFTER DIALING

This feature can be used when the extension wants an external number to be dialed by the operator. After the extension has given the external number, press **TNSR** key to put him on Hold-On music. Then select a trunk line by pressing the trunk key (TK1-TK10) and dial the required external number. After dialing, wait for the ring back tone & then press **RLS** key to connect the trunk line to the extension.

## 7. REDIAL

Operator can redial the last number dialed on the trunk line by pressing a single key. Follow the steps given below:

- Disconnect the previous call by pressing **RLS** key.
- Lift hand set and press **RDL** key.

The display will show the last number dialed.

**Note :** Redialing will not work in case of delayed dial tone from city exchange & if the trunk line was accessed by dialing '0' i.e. it will work only if the call is made by pressing trunk key.

## 8. HANDS FREE DIALING

Operator can dial an extension number or an external number, without lifting the handset of the console. By directly dialing the required numbers without lifting the handset, the dialing sound and the ring-back tone will be heard in the console speaker. For conversation, lift the hand-set.

## 9. DISPLAY OF CALLING PARTY

If an extension calls the operator & the operator wants to check who is the caller, then operator can view the extension number from which the call is originated by pressing '#' key, continuously.

## 10. BUZZER OFF

When the console is busy, the buzzer will start to ring when a call lands in the console. The Operator can turn the buzzer off by pressing **RDL** key. Alarms ringing on the console can be turned OFF only by pressing the **RDL** key. Also when any of answering keys ( **AT**, **AB** or **AS** ) is selected to answer incoming call, buzzer will be automatically switched off.

## 11. FORCEFUL RELEASE OF TRUNK LINE

If a trunk line is seen engaged for a long time and if it is required to release the line forcefully, press **AB** key. The display will show "**Force Drop trk**". Now press the required trunk key (TK1-TK10). The trunk line will automatically get cut. If this trunk line is in conversation with an extension then that extension will get engage tone.

## 12. FORM FEED FOR PRINTER

The printer connected to the system can be given a form feed command by pressing **PROG** key + TK9 key. Now the printer will move the paper to the the next page. This is useful for inkjet, DeskJet and laser printers.

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## CONSOLE PROGRAMMING MODE

To enter into the console programming mode, following are the steps:

Press **PROG** key. Display will show "**Type Password**". After entering the correct password, press **PROG** key, again. Now display will show

**HOLD XFER RDL  
CONS VIEW PROG**

Press **HOLD** key to enter into console programming mode, on which the display will show,

**1–Cost, 7 – Code, 8-Name,  
0 – Psw, # - BNK**

This is the MAIN MENU in the console programming mode. Now, for entering the various programs, the following keys have to be pressed:

`1'	-	To enter the cost table.
`7'	-	To enter the code table.
`8'	-	To enter the names of the extension users.
`9'	-	To reset the console to Factory setting.
`0'	-	To change the console Password.
`#'	-	To enter console memory bank numbers.
'AT'	-	To use budgeting.

### 1. CALL CHARGES & STD / ISD CODES SETTING

**CODE TABLE.** The COST TABLE is used for defining the pulse rate for each time zone & also the charges for one unit & the service charge for one call. The CODE TABLE is used for entering the various STD / ISD codes and their corresponding entry in the COST TABLE for calculating the charges.

**COST TABLE**

Please refer the Cost table which is attached at the end of this document. The cost table is in the form of a matrix of 25 rows and 16 columns. In this the first row is significant in the sense that it contains the various time zones. In the default setting, the following are the time zones

Zone 1 -	00:00	to	06:00
Zone 2 -	06:00	to	07:00
Zone 3 -	07:00	to	08:00
Zone 4 -	08:00	to	11:00
Zone 5 -	11:00	to	18:00
Zone 6 -	18:00	to	19:00
Zone 7 -	19:00	to	20:30
Zone 8 -	20:30	to	22:00
Zone 9 -	22:00	to	23:00
Zone 10-	23:00	to	24:00

Time zones are programmable and they can be altered according to the customer requirement.

The entries for the various zones are to be made in the first row. The first column of the first row is for zone 1 and the default entry is 06:00 which is the end time for the first zone. Similarly the entries in the other zones are also entered. There is also provision for 2 more zones which can be utilized wherever required.

In the default condition, these 2 zones are not utilized and the entries in these columns are 24:00.

The 13th and the 14th column of row 1 is used for entering the start time & end time for holiday rate calculation (Applicable only if Holiday rates are enabled). The default Holiday rate start time is 08:00 and the Holiday rate end time is 19:00. The 15th & 16th column in the first row is not used and the default entries in these column are 0.

The second row is used for entering the default cost table for local calls. As explained earlier, the columns 1 to 10 contain the various time zones. Now starting from the second row and upto the 25th row, the entries in the columns 1 to 10 must contain the pulse rate for the corresponding time zone. In the case of local calls, there is no concessional rates. Hence in the second row, all the entries from column 1 to column 10 will be 1800 which corresponds to 180 seconds (i.e.) 3 minutes.

If it is required to change the pulse rate of a local call as 5 minutes then the entries in columns 1 to 10 of second row must be 3000.



If zone 11 & 12 are not used, then there is no need to enter any value in these columns. The default entries in these columns are 1800.

The 13th column of row 2 is used for enabling or disabling holiday rates. '1' in this column enables holiday rates for local calls & '0' disables holiday rates. The default entry in this column is 0 (i.e.) holiday rate is disabled for local calls.

The 14th column is used for entering the pulse rate for holiday. The default entry is 1800.

The 15th column is used for entering the charge of one unit. The default entry is 200 corresponding to Rs.2 for one unit of local call.

The 16th column is used for entering the service charge for one local call. The default entry is 0.

The third row is used for entering the default cost table for STD calls. As explained earlier, the columns 1 to 10 contain the various time zones. The entries made in these columns must correspond to the pulse rate in the corresponding time zone.

The default entries are as given below:

1st column of 3rd row	-	80 (corresponding to 8.0 secs.)
2nd column of 3rd row	-	70 (corresponding to 7.0 secs.)
3rd column of 3rd row	-	50 (corresponding to 5.0 secs.)
4th column of 3rd row	-	25 (corresponding to 2.5 secs.)
5th column of 3rd row	-	25 (corresponding to 2.5 secs.)
6th column of 3rd row	-	25 (corresponding to 2.5 secs.)
7th column of 3rd row	-	50 (corresponding to 5.0 secs.)
8th column of 3rd row	-	50 (corresponding to 5.0 secs.)
9th column of 3rd row	-	70 (corresponding to 7.0 secs.)
10th column of 3rd row	-	80 (corresponding to 8.0 secs.)

For example if it is required to have a pulse rate of 2.5 secs. from 06:00 hrs to 23:00 hrs and 5 secs. From 23:00 hrs to 06:00 hrs, the entries in the third row must be 50 for 1st column, 25 for columns 2 to 9 and 50 for column 10.

Please note that these pulse rates will be used only for those STD codes which are not able to match any entries in the STD / ISD CODE TABLE.

If zone 11 & 12 are not used, then there is no need to enter any value in these columns. The default entries in these columns are 25.

The 13th column of row 3 is used for enabling or disabling holiday rates for STD calls. '1' in this column enables holiday rates for STD calls & '0' disables holiday rates. The default entry in this column is 0 (i.e.) holiday rate is disabled for STD calls.

The 14th column is used for entering the pulse rate for holiday. The default entry is 50 corresponding to 5 secs.

The 15th column is used for entering the charge of one unit. The default entry is 126 corresponding to Rs.1.26 for one unit of STD call.

The 16th column is used for entering the service charge for one STD call. The default entry is 0.

The fourth row is used for entering the default cost table for ISD calls. As explained earlier, the columns 1 to 10 contain the various time zones. The entries made in these columns must correspond to the pulse rate in the corresponding time zone.

The default entries are as given below:

1st column of 4th row	-	14 (corresponding to 1.4 secs.)
2nd column of 4th row	-	14 (corresponding to 1.4 secs.)
3rd column of 4th row	-	14 (corresponding to 1.4 secs.)
4th column of 4th row	-	12 (corresponding to 1.2 secs.)
5th column of 4th row	-	12 (corresponding to 1.2 secs.)
6th column of 4th row	-	12 (corresponding to 1.2 secs.)
7th column of 4th row	-	14 (corresponding to 1.4 secs.)
8th column of 4th row	-	14 (corresponding to 1.4 secs.)
9th column of 4th row	-	14 (corresponding to 1.4 secs.)
10th column of 4th row	-	14 (corresponding to 1.4 secs.)

For example if it is required to have a pulse rate of 1 sec. from 06:00 hrs to 23:00 hrs and 2 secs. From 23:00 hrs to 06:00 hrs, the entries in the fourth row must be 20 for 1st column, 10 for columns 2 to 9 and 20 for column 10.

Please note that these pulse rates will be used only for those ISD codes which are not able to match any entries in the STD/ISD CODE TABLE. If zone 11 & 12 are not used, then there is no need to enter any value in these columns. The default entries in these columns are 12.

The 13th column of row 4 is used for enabling or disabling holiday rates for ISD calls. '1' in this column enables holiday rates for ISD calls

& '0' disables holiday rates. The default entry in this column is 0 (i.e.) holiday rate is disabled for ISD calls.

The 14th column is used for entering the pulse rate for holiday. The default entry is 12 corresponding to 1.2 secs.

The 15th column is used for entering the charge of one unit. The default entry is 126 corresponding to Rs.1.26 for one unit of ISD call.

The 16th column is used for entering the service charge for one ISD call. The default entry is 0.

The fifth row is used for entering the default cost table for cellular calls. As explained earlier, the columns 1 to 10 contain the various time zones. In the case of Cellular calls, there is no concessional rates. Hence in the fifth row, all the entries from column 1 to column 10 will be 1800 which corresponds to 180 seconds (i.e.) 3 minutes.

If it is required to change the pulse rate of a cellular call as 5 minutes then the entries in columns 1 to 10 of fifth row must be 3000.

If zone 11 & 12 are not used, then there is no need to enter any value in these columns. The default entries in these columns are 1800.

The 13th column of row 5 is used for enabling or disabling holiday rates. A 1 in this column enables holiday rates for cellular calls & a 0 disables holiday rates. The default entry in this column is 0 (i.e.) holiday rate is disabled for cellular calls.

The 14th column is used for entering the pulse rate for holiday. The default entry is 1800.

The 15th column is used for entering the charge of one unit. The default entry is 200 corresponding to Rs.2 for one unit of cellular call.

For example if it is required to charge Rs.5 for one unit of cellular call, the entry in this column must be 500.

The 16th column is used for entering the service charge for one cellular call. The default entry is 0.

Till now we have seen the default rate table. These tables will be used only if there is no match found in the CODE TABLE.

Starting from row 6 and upto row 25, there are general purpose rate tables. The default entries made in these rows are given in cost table.

The default entries are made keeping in view the various new STD & ISD rates currently implemented by DOT. So in most of the cases, it may not be required to alter the rate table.

In the default entries, rows 6 to 9 contain the various ISD pulse rate; rows 10 to 13 contain the various STD pulse rate; rows 14 & 15 contain the inter dialing pulse rates entered by you in any column.

## **CODE TABLE**

This table is used for entering the various STD / ISD codes. It is also possible to enter local numbers in the cost table. This will be used for implementing the different charges for Inter dialing numbers.

In our older versions, we have been entering the full rate time duration for each STD / ISD code. But in the new CODE TABLE, this is different. For each code entered in the CODE TABLE, the row number of the COST TABLE must be entered for calculating the charges.

For example if it is required to have the charge calculations corresponding to row 10 for STD code 011, the entry in the CODE TABLE must be 10 for the code 01100.

Similarly, the entries must be made in the code table for each code. If no matches are found in the CODE TABLE for any code, then the default entries in the rows 2 to 5 in the COST TABLE will be used.

**NOTE:** While entering the codes in the CODE TABLE, it is not possible to enter the values 02 to 05 for any code as these entries are reserved for default charge calculation.

Local numbers can also be entered in the CODE TABLE. A maximum of 4 digits can be entered for any local number entry in the CODE TABLE. For example, 9180, 9181, 9182 etc. As explained in the case of STD & ISD codes, here also the entry for each local number must be a corresponding row number of the COST TABLE.

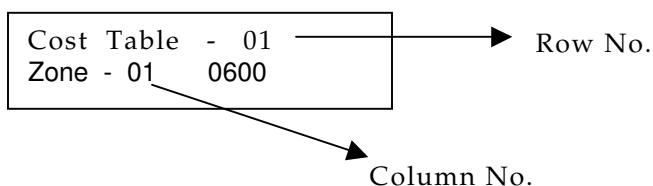
The maximum number of codes that can be entered in the CODE TABLE is 200.

### How to set the cost table & code table

The main menu of the console programming, press 1 for entering the Cost tables, 7 for entering the Code tables, For Cost Table, on pressing 1, you can alter or view the Cost tables. The Display will show the Cost tables in a sequential manner (i.e.) row by row. It will start with the first row first column of the Cost table. Use the following keys to move around the Cost table:

- AS - To move forward to the next row (i.e.) next Cost table
- AB - To move backward to the next row
- TK10 - To move forward to the next column (i.e.) next Zone
- TK9 - To move backward to the next column
- F2 - To come out of programming mode

A sample of the Display is shown below:



### CODE TABLE

On pressing 7 in the main menu, you can alter or view the Code table. The display will show the first entry in the Code table. Use F1 key to move forward to the next entry in the code table & TK10 key to move backwards. The code table will display the code & the table number (row number) to which the code is associated with. Please note that as explained in the Cost table section, rows 2 to 5 are having the default rates for Local, STD, ISD & Cellular numbers. Hence while entering the Code tables, the corresponding table numbers cannot be from 2 to 5. The table number values can range from 6 to 25. After entering a Code, use F1 key to go to the next location. Please note that when you are entering a new code, always enter in a free location in the Code table. Use F2 key to come out of programming. A sample of the Display is shown below:

Code	01100	Code
Table	09	Row No.

COST TABLE

row no:	column no:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	ZONE	600	700	800	1100	1800	1900	2030	2200	2300	2400	2400	2400	800	1900	0	0
2	LOCAL	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800	0	1800	200	0
3	STD	80	70	50	25	25	25	50	70	70	80	25	25	0	50	126	0
4	ISD	14	14	14	12	12	12	14	14	14	14	12	12	0	14	126	0
5	CELL	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800	0	1800	200	0
6	ISD1	30	30	30	25	25	25	30	30	30	30	25	25	0	30	126	0
7	ISD2	18	18	18	15	15	15	18	18	18	18	15	15	0	18	126	0
8	ISD3	14	12	12	12	14	12	12	12	12	12	12	12	0	14	126	0
9	ISD4	18	18	18	18	15	15	15	15	18	18	15	15	0	18	126	0
10	STD1	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0
11	STD2	120	100	70	35	35	35	70	100	100	120	35	35	1	70	126	0
12	STD3	160	140	100	50	50	50	100	140	140	160	50	50	1	100	126	0
13	STD4	480	360	280	140	140	140	280	360	360	480	140	140	1	280	126	0
14	G1	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800	1800	1	1800	126	0
15	G2	900	900	900	900	900	900	900	900	900	900	900	900	1	900	126	0
16	BLANK	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0
17	BLANK	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0
18	BLANK	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0
19	BLANK	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0
20	BLANK	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0
21	BLANK	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0
22	BLANK	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0
23	BLANK	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0
24	BLANK	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0
25	BLANK	80	70	50	25	25	25	50	70	70	80	25	25	1	50	126	0

## 2. NAMES

In this mode, the name of each extension user can be entered. This name will be displayed in the console, whenever the extension calls the operator. It will also be printed when the ASMDR of the extension is taken out. Press '8' in the main menu for entering into this mode. The display will show

LN - 1	Ext 200
NO NAME	

If you want to move to the next extension in the forward direction, press **F1** key. Press **TK10** key for moving to the next extension in the backward direction. Use the number keys for entering the names. The alphabets which will be visible on the display when the various keys are pressed, is given below:

'1' - B	'2' - E	'3' - H	'4' - K	'5' - N
'6' - Q	'7' - T	'8' - W	'9' - Z	

Press **RDL** key for going to the next alphabet in the forward direction & **HOLD** key for going to the next alphabet in the backward direction. Use **RLS** key for introducing a space. After entering the name, press **TK9** key for registering the name. For coming out of the menu, press **F2** key, twice. For example, to enter RAJESH SHARMA in extension number 200, the following keys are to be pressed in a sequence:

6 + RDL + 1 + HOLD + 4 + HOLD + 2 + 7 + HOLD + 3 + RELS + 7 + HOLD + 3 + 1 + HOLD + 6 + RDL + 5 + HOLD + 1 + HOLD + TK9 + F2 + F2

**Note :** A maximum of 15 characters can be entered for a single name. The characters also include blank spaces.

## 3. FACTORY RESETTING OF THE CONSOLE

If it is required to reset the console to the factory settings, press '9' in the main menu. The display will show the message,

Factory Reset
1 - Yes

Now press '1' to reset the console to factory setting.

## 4. MEMORY BANKS

The console can store 100 telephone numbers in its memory bank. For dialing any number stored in the memory bank, press the trunk line key (TK1 - TK10), followed by # key to access banks. The display will show "BANK #". Now dial the Memory Bank number in which the telephone number is stored. The number stored in the bank will appear on the display & it will be dialled by the system. For storing the numbers in the memory bank press '#' key in the main menu. The display will be as shown below:

BANK 1  
Empty

Enter the required telephone number & press **TK9** key to register the same. Use **F1** key to move to the next Bank location in the forward direction & **TK10** to move in the backward direction. Press **F2** key to come out of this mode. Banks can be over written or added

## 5. TO CHANGE CONSOLE PASSWORD

The default console Password is 1234. For changing the Password, press '0' key in the main menu. The display will show

New Password

Dial a 4 digit Password number. Now the display will show,

Retype Password

After re-entering the Password correctly, the display will show,

Password Changed

This confirms that the new password has been accepted.



## 6. CONSOLE LOCK

The console can be locked, to prevent any misuse. For locking the console, press **PROG** key, followed by the password. Again press **PROG** key & then **RLS** key. The display will show

Want to lock - lock

Press '1' to lock the console. The display will show "**CONSOLE LOCKED**". Now the console can only receive incoming calls, but it will not be able to transfer or dial any numbers.

For releasing the console lock, press **PROG** key, followed by the password. Again press **PROG** key & then **RLS** key. The console lock will be released & the display will show "**CONSOLE UNLOCKED**". When console is locked, it will accept only incoming calls and programming.

## 7. BUDGETING

This mode can be entered after pressing 'AT' in the main menu. The console will ask for enabling or disabling budgeting as "**BUDGETING YES 0/1 NO/YES**". If user does not want to change existing status he can dial any other key. If budgeting is enabled then console will display amount for extension 1 (next to operator). Extension number can be increased or decreased by pressing 'TK9' or 'F1' keys. Enter Four digit (0000 - 9999) amount in Rs. for desired extension. When amount is zero system will set that extension class of service as 0 and if some amount is there in account then highest possible class of service as programmed for that extension will be available. This amount will automatically decrease when calls are made.

**Note:** Only stored or printed calls will be taken for accounting/budgeting purpose.

## 8. PRINTER HANDSHAKE

The printing can be made as with handshake or without handshake.

PROG + PASSWORD + HOLD + AT + 8	Handshake Enable
PROG + PASSWORD + HOLD + AT + 9	Handshake Disable

The default printing mode is without handshake.

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## PROGRAM VIEWING MODE

The various programs stored in the system can be viewed in the console. For entering into the viewing mode, press **PROG** key. After entering the password, the display will show,

HOLD XFER RDL CONS VIEW PROG
---------------------------------

Now press **TNSR** key . The console display will be as shown below:

1.LINE    2.SYSTEM 3/4 BANK/GBANK
--------------------------------------

Press '1' for viewing Line information, '2' for viewing System information, '3' for viewing personal memory bank of extensions, '4' for viewing global memory bank numbers.

### 1. LINE INFORMATION

On selecting this option, the display will show, "**ENTER SER NO..**" For viewing extension information, press the Hardware number of the extension (00 to 23 in 624 system & 00 to 47 in 1048 system). For viewing the trunk line information, press 24 to 29 in the case of 624 system (24 corresponds to the first trunk line & 29 to the last trunk line) & 48 to 57 in case of 1048 system (48 corresponds to the first trunk line & 57 to the last trunk line). Press '8' to move to the next page in the forward direction & '2' to move in the backward direction. Press '5' to print this information if printer is connected. The extension information gives the group number of the extension, the forwarded extension number, & the class of service of the extension. The trunk line information gives the Day mode & Night mode setting of the trunk line. To see the status of the next extension, press `6' & for the previous extension , press `4'.

On selecting this option, display will show, "**ENTER SER NO..**"**Press `01'** to view the mode of operation of the system, the system alarms, the Delay time for the trunk lines & the metering time. Use '8' & '2' to move the screen forward & backward. Press '5' to print all information.

## **2. PERSONAL BANKS**

On selecting this option, the display will show "ENTER SER NO.". For viewing extension banks, press the Hardware number of the extension (00 to 23 in AX 624 system & 00 to 47 in AX1048 system). Press '8' to move to the next page in the forward direction & '2' to move in the backward direction. Press '5' to print this information if printer is connected. The banks will display their contents with bank numbers. To see the personal bank of the next extension, press `6' & for the previous extension, press `4'.

## **3. GLOBAL BANKS**

On selecting this option, the display will show, "ENTER SER NO.." press the global bank number (10 to 99). The display will show bank number and its contents. To see the next global bank, press `6' & for previous global bank, press `4'.

## TWO CONSOLE

**Dual console is possible only with AX624 onwards.**

We can connect two consoles, named as main console & second console. Main console is enjoying all the features available with stand alone console, while second console either can behave as assistant to main console or as an supplementary console. Details of operations are given below:

### 1. CENTRAL RINGER

If a trunk is defined to ring in central ringer then it will ring on both consoles & any of the operator can pick by pressing `AT' key.

### 2. ONE TERMINATION

One termination can be used if a trunk line is desired to ring only on one console. It will ring only at `AT' of the desired console.

### 3. `AS' RINGING

Main console is connected on line #1 & second console is connected on line #2. If someone dials for line #1 it will ring only at `AS' of main console & same is for second console. Second console can pick `AS' of main console by dialing `6', while it is not possible from main console.

### 4. `AB' RINGING

`AB' of second console will not ring. Because all answer back are available at main console. But 2nd console can pick `AT' by dialing `6'.

### 5. DISPLAY & STATUS

Date & time display ,extension display & trunk lines display will remain same on both consoles

## **6. TRUNK LINES ON HOLD**

If a trunk line is on hold by someone else it will blink at slower rate while a trunk line on hold by itself will blink at a faster rate.

## **7. KEYS ON SECOND CONSOLE**

`F1' & F2 will not function on second console. Second console can alter the names. `F1' key can be used to delete all names & restart console.

## **8. NAMES FILLED ON MAIN CONSOLE**

If a name is changed on main console, it will be also reported to second console. But if a name changed on second console, it will not be reported to main console. Also note this change will be displayed on second console & display will be refreshed either by time display or by pressing a key only.

## SYSTEM PROGRAMMING MODE

To enter the various system programs, press **PROG** key. After entering the password, the display will show,

HOLD XFER RDL CONS VIEW PROG
---------------------------------

Now press **RDL** key to enter into the system programming mode. The display will show "Programming". Start entering the programs. After entering each program, display will show "Pass", to confirm that the program has been accepted. To continue with the programming press only **PROG** key and display will show "Programming" enter next programming command. To come out of programming press **RLS** or '\*' key.

### Programming from SLT

- SLT should be in DTMF only.
- Lift the handset & hear system dial tone.
- Press '#' followed by the system password. By default it is 1234.
- Dial the desired command.
- If the desired command is accepted by the system, system will provide a assurance tone.
- For next command, press 'HOLD'.
- Hang up.

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# SYSTEM PROGRAMMING

## 1. VRR PROGRAMMING WITH 4 LEVEL VOICE

- 110 Disable VRR and give Burst Tone on DID entry by the caller.
- 111 Welcome message
- 112 Enable VRR and play pre-recorded message on DID entry by the caller.
- 113 Busy message
- 114 Invalid number dialled message.
- 115 Operator message when no number is dialled.

**Note :** In 624 and 1048 systems, for recording the VRR message, SW3 of DIP switches in the CPU must be in the ON position. After recording, this switch must be brought back to the OFF position. While recording the message, LED DS1 in the CPU card should blink.

With AX206, voice guidance is not available.

**Important:** Recording can be done only through the analog extensions.

**Default :** 110.

## 2. PRINTING COMMANDS : 12X

### a) FROM SYSTEM BUFFER

- 120 Stop printing and start storing calls in the buffer.
- 121 To start printing from buffer and then on-line. If any error occurs in printing, calls will not be lost. They will go to buffer. System will resume printing when error is cleared. This command will also clear the buffer.
- 122 To clear printer buffer and erase all calls without printing.
- 123 To start logging of all calls. i.e. Local and STD./ISD.
- 124 To start logging of only STD./ISD calls.
- 129 To start printing all the calls from buffer and then resume on-line printing.  
This command doesn't clear the buffer.

**Note :** After the buffer becomes full, the system will automatically reject the oldest calls, making room for the new calls in the buffer.

**b) COMPUTER BILLING SOFTWARE (CBS)**

- 126 Start sending on CBS.
- 127 Stop sending on CBS.
- 128 Start sending again on CBS. i.e. send all calls again.

**Note :** CBS is available only in AX624, 936 & 1048.

**Default :** 120, 124 and 127.

**Important:** As no printer port or serial port is available with AX206, so this command is not applicable for AX206.

**3. FACTORY RESET : 14X**

- 141 Clears memory and set all setting to factory default.
- 14# Reset system without changing any setting.

**4. SET DAY/NIGHT CHANGEOVER CODE : 21 ZZ**

- 21ZZ Set night code as ZZ.

The system can be manually changed over from day mode to night mode and vice versa from any extension by using this two digit changeover code. The changeover code can be set using this command e.g., to set changeover code as 33 dial 21 33.

**Default:** Changeover code is 99.

**5. ASMDR PRINTING : 22 LN**

- 22 LN Print ASMDR without clearing from buffer.

For printing extension-wise

LN = 20 - 27 in 308.  
LN = 20 - 35 in 616.  
LN = 20 - 43 in 624.  
LN = 00 - 47 in 1048.

For printing calls trunk wise

LN = 70 - 72 in case of 308.

LN = 70 - 75 in case of 616, 624.

LN = 70 - 79 in case of 1048.

Printing calls using this command will not erase calls from buffer. This command will print calls only available in the buffer.

**Important:** As no printer port or serial port is available with AX206, so this command is not applicable for AX206.

## 6. TIME BASED METERING & DELAYED DIALING TIME 23 T D

The time base required for the metering of calls and the delayed dialing on trunk lines are set with this command. The delayed dialing is useful while redialing when there is a delayed dial tone on the trunk lines.

- 23 T D - set time base for start of metering and trunk delayed dialing time.

Where T = 1 to 9 in multiple of 10 seconds.

D = 1 to 9 in milliseconds.

**Example :** If T = 2 then the time base is 20 seconds and the calls will be recorded after 20 sec. If D = 2, then dialing will start after 20 ms.

**Default :** T = 1 and D = 9.

## 7. FEATURE LOCKING : 24 F C

- 24 F 1 To lock a feature.
  - 24 F 0 To unlock a feature.
- Where
- F = 1 Call Forwarding
  - F = 2 For Follow Me
  - F = 3 For Barge In
  - F = 6 For Do Not Disturb
  - F = 8 For Hot Lines

**Default :** All Features unlocked

## 8. VRR MODE : 24 4 X

Sometimes during the use of VRR and the fax homing, it may be necessary to have silence during fax detection. The VRR may be programmed in any of the two ways as follows.

- 2441 To set silence for 3 secs after the VRR message.
- 2440 No silence after the VRR message.

**Note:** Fax Homing is not available with AX206.

**Default :** 2440.

## 9. SET TRUNK DIALING TYPE : 30 TRK Y

A trunk line can be defined to dial either in DTMF/TONE or decadic or pulse. In PULSE mode the outward dialing is of decadic type while in Tone mode the outward dialing is of DTMF type.

- 30 TRK 1 Set TRK in TONE dialing mode.
- 30 TRK 0 Set TRK in Pulse dialing mode.

Where TRK = 70 - 71 in case of 206.  
TRK = 70 - 72 in case of 308.  
TRK = 70 - 75 in case of 616,624  
TRK = 70 - 79 in case of 1048.

**Default :** All trunks are in Decadic.

## 10. ENABLE / DISABLE A LINE : 30 LN Z

- 30 LN 2 Disable LN line
- 30 LN 3 Enable LN line

Where LN = 70 - 71 in case of 206.  
LN = 70 - 72 in case of 308.  
LN = 70 - 75 in case of 616, 624.  
LN = 70 - 79 in case of 1048.

**Default :** All trunks and lines are enabled.

## 11. CANCELLATION OF IMMEDIATE HOTLINE : 31 EX 7

Immediate Hot line will be canceled through system programming while it was set on that extension through own supervisory mode.

- 31 EX 7 To cancel the hotline.

## 12. PAGING RIGHTS : 33 EX Y

- 33 EX 1 Paging is allowed for extension Ex.
- 33 EX 0 Paging is not allowed for extension Ex.

Where EX = 20 - 27 in case of 308.  
EX = 20 - 35 in case of 616.  
EX = 20 - 43 in case of 624.  
EX = 00 - 47 in case of 1048.  
EX = 48 for all the extensions.

An additional speaker is provided in the system for paging. An extension having paging facility can make an announcement through this speaker.

**Default :** Available to CONSOLE only.

**Note:** Paging feature is not available with AX206

## 13. BARGE IN WITH TONE RIGHTS : 35 EX X

- 35 EX 1 Barge in with Tone is allowed for extension Ex.
- 35 EX 0 Barge in is not allowed for extension Ex.

Where EX = 20 - 27 in case of 308.  
EX = 20 - 27 in case of 308.  
EX = 20 - 35 in case of 616.  
EX = 20 - 43 in case of 624.  
EX = 00 - 47 in case of 1048.  
EX = 48 for all the extensions.

This feature allows an extension to barge in a conversation with a burst indication/warning tone to the conversing parties.

**Default :** Available to operator only.

## 14. BARGE IN W/O TONE RIGHTS : 35 EX X

- 36 EX 1     Barge in is allowed for extension EX.
- 36 EX 0     Barge in is not allowed for extension EX.

Where        EX = 20 - 25 in case of 206.  
                 EX = 20 - 27 in case of 308.  
                 EX = 20 - 35 in case of 616.  
                 EX = 20 - 43 in case of 624.  
                 EX = 00 - 47 in case of 1048.  
                 EX = 48 for all the extensions.

This feature allows an extension to barge in a conversation without giving a burst indication/ warning tone to the conversing parties.

**Note :** If an extension has barge in without tone rights, then barge in with tone rights will also be allowed automatically.

**Default :** Available to none.

## 15. RESET EXTENSION PASSWORD : 38 EX 1

- 38EX1 -     Password for Extension EX will reset to 777.

Where        EX = 20 - 25 in case of 206.  
                 EX = 20 - 27 in case of 308.  
                 EX = 20 - 35 in case of 616.  
                 EX = 20 - 43 in case of 624.  
                 EX = 00 - 47 in case of 1048.

This command is used when an extension user forgets his password. This command will set ext. password to default setting which is 777.

**Default :** For all extension as 777.

## 16. SET BOSS LINE : 39EX1

- 39EX 1     Set Extension EX as a BOSS line.
- 39EX 0     Reset BOSS Extension EX as a normal line.

Where      EX = 20 - 25 in case of 206.  
              EX = 20 - 27 in case of 308.  
              EX = 20 - 35 in case of 616.  
              EX = 20 - 43 in case of 624.  
              EX = 00 - 47 in case of 1048.

If a line is defined as a boss, it is must to define another line as its secretary.

**Note :** One Boss can have only one secretary.

**Default :** No extension as BOSS extension.

## 17. SET CALL METERING TYPE : 39 TRK Z

- 39 TRK 0 Set TIME BASED Metering for trunk.
- 39 TRK 1 Set LINE REVERSAL Metering for trunk.

Where TRK = 70 - 72 in case of 308.  
          TRK = 70 - 75 in case of 616,624.  
          TRK = 70 - 79 in case of 1048.

This command is useful when line reversal is provided on trunk lines. Line reversal on out going trunk line at the maturity of the call will help to recognize exact starting time of the call to register actual billing. If line reversal is not available on the trunk line, then the system is not getting information that at precisely at what time the outgoing call has matured. In this case, system can approximately judge the maturity of a call by programming a METERING TIME after the last digit is dialed on the trunk line. If the call continues beyond the METERING TIME (which can be set using the command 23TD), the call is assumed to be matured. This metering will be effective for TIME BASED metering of trunk lines.

**Default :** All trunk lines as TIME BASED.

**Note :** Call details are not available with AX206, so this command is not applicable with AX206.

## 18. SET FAX PORT : 39 EX 2

- 39 EX 2 Set Ex as fax port for incoming fax calls

Where      EX = 20 - 27 in case of AX 308.

EX = 21 - 35 in case of AX 616  
EX = 21 - 43 in case of AX 624  
EX = 01 - 47 in case of AX 1048.

**Note :** Fax port can't be defined same as operator or auxiliary console.  
Fax port is not available with AX206.

**Default :** Extension 25/205 is set as FAX port.

## 19. DEFINE AUXILIARY CONSOLE : 39 EX Z

- 39 EX 3 Set Ex as auxiliary console
- 39 EX 4 No auxiliary console.

Auxiliary console is an extension which will help console operator to handle the incoming traffic. If a trunk or Room is ringing at operator and hand set of auxiliary console is lifted than call ringing at operator is diverted to this auxiliary operator.

**Note:** Aux console cannot be defined same as main console/FAX port.

**Default :** No extension is set as AUXILIARY console.

## 20. SET TRUNK HOTLINES : 39 TRK Y

When a combination of ordinary trunk and hotlines are used, then by dialing '0' the user may access a hotline even if he does not require it. This command allows one to define a trunk line as either a hotline or an ordinary line. Hotlines can be accessed only by dialing their respective numbers (70, 71,...etc.). These lines will not be accessed by dialing '0'.

- 39 TRK 4 To set Trunk line as ordinary line.
- 39 TRK 5 To set Trunk line as hotline.

## 21. SET SECRETARY LINE : 41 EX EY

- Set EY as secretary for a line EX which is already defined as BOSS line.

Where EX and EY = 20 - 27 in case of AX 308, 20 - 35 in case of AX 616, 20-43 in case of AX 624, 00 - 47 in case of AX 1048.



**Note :** One secretary can have multiple Bosses.

**Default :** No extension as SECRETARY extension.

## 22. SET ONE TERMINATION LINE FOR TRUNK:41TRKEX

- 41 TRK EX Set EX extension line as one termination for trunk line TRK.

If TRK trunk line is operating in one termination mode then it will ring only at EX.

Where EX = 20 - 25 in case of AX 206.  
EX = 20 - 27 in case of AX 308.  
EX = 20 - 35 in case of AX 616.  
EX = 20 - 43 in case of AX 624.  
EX = 00 - 47 in case of AX 1048.  
TRK = 70 - 71 in case of AX206.  
TRK = 70 - 72 in case of AX308.  
TRK = 70 - 75 in case of AX 616, 624.  
TRK = 70 - 79 in case of AX 1048.

## 23. SET CLASS OF SERVICES FOR EXT. : 42 EX D N

- 42 Ex D N Set DAY/NIGHT class of services of EX extension.

This command will set day class of services as D and night class of services as N for extension Ex. These class of services will automatically change at defined change over timings.

Where D/N are as follows:

- 0 - Only extension to extension calls.
- 1 - Trunk calls allowed but Restricted digits not allowed
- 2 - Level ONE off.
- 3 - STD calls not allowed.
- 4 - ISD calls not allowed.
- 5 - All type of calls allowed.

& EX = 20 - 25 in case of AX 206.  
EX = 20 - 27 in case of AX 308.  
EX = 20 - 35 in case of AX 616.  
Ex = 20 - 43 in case of AX 624.  
Ex = 00 - 47 in case of AX 1048.

**Note :** These class of services are add on types. i.e. If Extension has its class of services as 2, it is having class of services 0 and 1 by default.

**Default :** Class of service is 3 means STD is not allowed to anyll extensions.

## 24. INCOMING TRUNK LINE LANDING : 42 TRK D N

The incoming calls through each trunk line can be defined to land wherever required in any combination as follows, for both the Day & the Night mode.

- 42 TRK D N Set day/night modes of ringing for Trunk line Trk.

Where D/N

- 0 - For round robin ringing on Self service group.
- 1 - For simultaneous ringing on Common service grp.
- 2 - For simultaneous ringing on Self service group.
- 3 - Ringing at CONSOLE/operator.
- 4 - For One Termination ring at extension.
- 5 - For DID and Self service group round robin ringing.
- 6 - For DID & common service group simultaneous ring.
- 7 - For DID and Self service group simultaneous ringing.
- 8 - For DID and Ring at CONSOLE/operator.
- 9 - For DID and Ring at One Termination line.

&

- Trk = 70 - 71 in case of AX 206.
- Trk = 70 - 72 in case of AX 308.
- Trk = 70 - 75 in case of AX 616, 624.
- Trk = 70 - 79 in case of AX 1048.

**ROUND ROBIN :** Ringing one after the other at each of the defined extensions. Only one extension will ring at a time for 20 seconds.

**SIMULTANEOUS:** Incoming call will ring at all the defined extensions at the same time. The call will get connected to the first extension which lifts the handset.

**ONE TERMINATION :** Incoming call will ring only at the defined Ext.

**CENTRAL RINGER :** Incoming call will ring at the central ringer ( In AX308 & 616 only) or at the CONSOLE only. This line can be picked by dialing `6' from any extension.

**DID:** In this mode when an incoming call lands in the system, a burst tone will be heard. Now external caller can reach any extension by dialing the internal number in tone mode. If the external caller fails to dial a number or the number dialled is busy or the number dialled is invalid or the number dialled is unanswered then it is a case of DID failure. On DID failure, the trunk will ring as per the programmed ringing mode.

If the incoming line has been programmed to ring on the operator, in case of DID failure, the call will ring for a maximum of 120 seconds after which it gets released automatically.

**Note :** If the system has VRR facility then in the case of DID, instead of the burst tone, the recorded message will be played.

**Default :** Ringing at operator.

## 25. SET SYSTEM TIME : 43 HH MM

- 43HHMM Set system time HH:MM

Where HH is 00 - 23 as hours.

MM is 00 - 59 as minutes.

**Default :** When system is given a master reset, the time will be set as 10:10:10.

## 26. SETTING OF FLASH TIME OF THE EXT/TRK: 44 LNT

(Only with AX206/308/616)

Where T is the time in 10 of milliseconds.

For trunk, T can be 10 to 99.

For extension, T can be 20 to 99.

**Default:** Flash time of trunk is 700 ms.

Flash time of extension is 660 ms.

## 27. SET SINGLE/TWO DIGIT RESTRICTION 52D1D2D3D4D5

Where D1,D2,D3,D4, D5 are the first single or two digits of the phone numbers restricted from dialing.

A maximum of 5 digits can be programmed for restriction. This feature is effective for the extensions having class of service as '1'.

**Example :** If it is required to restrict the following single /two digit '1', '2', '25', '35' then programme as '52 01 02 25 35 00 ' and if two digits '11' and '22' are to be restricted then programme as '52 11 22 00 00 00'

**Default :** No digit is restricted.

## 28. SET SYSTEM DATE : 61 DD MM YY W

- 61 DD MM YY W - Change system date.

Where            DD - is new day of month 01 to 31.  
                     MM- is new Month of year 01 to 12.  
                     YY - is new Year for system 00 to 99.  
                     W - is new day of Week 0 to 6.(SUN - SAT)

Please note that software will not check for validity of day of the month. If invalid day is entered then it will result in 1st of next month. i.e. if 31/02/96 Sunday is entered it will result as 01/03/96 Monday because of RTC chip controller.

## 29. SET TRUNK ACCESS RIGHTS : 71 EX RRRR...

An extension should have trunk access rights to access that trunk line irrespective of any other settings or group.

- 71 EX R R R - for 308.
- 71 EX R R R R R R - for 616, 624.
- 71 EX R R R R R R R R R R - for 1048.

Where    R - 0 trunk not allowed.  
             R - 1 trunk can be accessed.

EX - 20 - 25 in case of 206.  
EX - 20 - 27 in case of 308.  
EX - 20 - 35 in case of 616.  
EX - 20 - 43 in case of 624.  
EX - 00 - 47 in case of 1048.  
EX - 48 for all the extensions.

**Example :** In 616, to allow extension 29 to access only trunk 2, the program is 71 29 0 1 0 0 0 0. Note that getting a trunk line also depends on other settings.

**Default :** All extensions have access of all Trunk lines.

### 30. CHANGE SYSTEM PASSWORD : 81 PPPP NNNN 1

The system password can be re-programmed to prohibit unauthorized access to supervisory mode. This is possible only by changing master Password

- 81 PPPP NNNN 1

If PPPP & NNNN are same, system master p/w will become PPPP.

If PPPP is not same as NNNN then password will not change. Please note that once password is forgotten there is no way to know it. The only way is to remove power of RAM chip of the system to set default password as 1234.

**Default :** Master password as 1234.

### 31. AUTO CHANGE OVER TIMINGS: 82 W HH MM Hh Mm

- 82 W HH MM Hh Mm - Set auto Day/Night Change Over timings.

W - is day of week 0 - 6, 0 as SUNDAY.  
HH - is day mode start hours 00 - 23.  
MM - is day mode start minutes 00 - 59.  
Hh - is day mode end hours 00 - 23.  
Mm - is day mode end minutes 00 - 59.

**Note :** Auto day/night changeover will take place at pre-programmed timings. For e.g. if the day timings are 9:00 - 18:00; and at 10.30 it is set to night mode manually, then at 18:00 ,the system will come into auto changeover mode automatically.

**Default :** 09:00 am to 18:00 pm for all days.

### 33. SELF SERVICE GROUP : 91 TRK EX EX....

Fill EX's as Self service ringing extension for trunk line TRK for mode 0,2,5,7.

Where           Ex = 20 - 25 in case of 206.  
                  EX = 20 - 27 in case of 308.  
                  EX = 20 - 35 in case of 616.  
                  EX = 20 - 43 in case of 624.  
                  EX = 00 - 47 in case of 1048.  
                  TRK = 70 - 75 in case of 616, 624.  
                  TRK = 70 - 79 in case of 1048.

A maximum of 4 extensions can be included in a group. H.F. is hook flash to terminate command when desired extensions are programmed.

**Example :** To fill 21 & 22 for Trunk 70 command is 91 70 21 22 H.F. & to fill 25,26,27,34 for Trunk 73 command is 91 73 25 26 27 34 + H.F.

**Default :** Second/third/fourth and fifth extension for all trunk lines.

### 33. COMMON SERVICE GROUP : 92 EX EX....

- 92 EX EX EX EX + H.F - Fill EX's as Common service ringing extension for trunk lines for MODE 1 & 6.

Where           Ex = 20 - 25 in case of 206.  
                  Ex = 20 - 27 in case of 308.  
                  Ex = 20 - 35 in case of 616.  
                  Ex = 20 - 43 in case of 624.  
                  Ex = 00 - 47 in case of 1048.

A maximum of 4 extensions can be included in a group. H.F. is hook flash to terminate command when desired extensions are programmed.

**Example:** To fill 21 & 22 as common service command is 92 21 22 + H.F. & to fill 25,26,27,34 command is 92 25 26 27 34 + H.F.

**Default :** Second/third/fourth and fifth extension for all trunk lines.

## 34. FILL GLOBAL BANKS

### 93 BNK + TRK + Tel no. + H.F.

Where BNK - Bank no 10 - 99

TRK - 70 - 71 or 0 in case of 206.

TRK - 70 - 72 or 0 in case of 308.

TRK - 70 - 75 or 0 in case of 616, 624.

TRK - 70 - 79 or 0 in case of 1048.

This feature enables user to create a pool of external numbers which can be dialled from any extension using only bank dial command. Also some of the banks can be dialled irrespective of class of services of that extension. This feature is known as MODE FREE DIAL. By using this feature any extension can dial bank numbers 55 to 99 irrespective of its class of service. These special banks can be used to store such numbers (i.e. branch office numbers) which are used by everybody. Bank numbers 10 - 54 are dialed as per extension class of service.

**Example :** To fill bank no 12 as for any trunk line with external number as 6229432, command is 931206229432 + H.F. And to fill the same number in same bank only on Trunk line 72, Command is 93 12 72 6229432 + H.F.

**Default :** No banks filled.

## 35. REMOTE PROGRAMMING

Remote programming is the simplest way to attend the service calls if the machine requires changes in the software programming. This programming can be carried out over the telephone. Remote programming can be carried out only from the tone type of instrument. The procedure for Remote programming is as follows:

- 1) Establish conversation with the required EPABX.
- 2) Ask customer to transfer the call to any extension (not to console).
- 3) Ask customer to do Hook flash and dial '#'
- 4) When customer dials '#', both the parties will get a burst tone.
- 5) Now it is up to customer to place the hand set, or he can keep making requests while remote programming is done by the Engineer.
- 6) Now Press '\*' key to start programming .
- 7) Dial command directly without any password.
- 8) Hear confirmation tone.
- 9) To continue programming press '\*' and go to step 7.
- 10) To disconnect place hand set. System will automatically disconnect when no key is dialed for 25 seconds.



## QUICK REFERENCE CHART FOR PROGRAMMING

1. VRR PROGRAMMING WITH 4 LEVEL (Only for AX308 onwards)		
a. VRR disable	-	110
b. VRR record and enable	-	111
c. VRR enable & play the prerecorded msg	-	112
d. Busy Message	-	113
e. Invalid number dialled message	-	114
f. No number dialled message	-	115
2. PRINTING (Only for AX308 onwards)		
a. On line printing without buffer	-	121
b. Printing off	-	120
c. Clear all calls without printing	-	122
d. Start logging of all calls	-	123
e. Start logging of only STD/ISD calls	-	124
f. On line printing with buffer	-	129
3. CBS (Only for AX308 onwards)		
a. CBS on	-	126
b. CBS off	-	127
c. Resend all calls again.	-	128
4. Factory reset ( clear all settings)	-	141
5. SET NIGHT CODE	-	21ZZ
6. ASMDR PRINTING (Only for AX308 onwards)		
a. Print ASMDR of Extension	-	22 EX
b. Print ASMDR of Trunk line	-	22 TRK
7. METERING TIME & START DELAY	-	23 T D
8. FEATURE LOCKING	-	24 F C
9. VRR MODE	-	24 4 X
10. SET TRUNK DIALING TYPE	-	30 TRK 0/1
11. ENABLE/DISABLE A LINE	-	30 TRK 2/3
12. PAGING RIGHTS	-	33 EL 0/1
(Only for AX308 onwards)		
13. BARGE IN WITH TONE RIGHTS	-	35 EL 0/1
14. BARGE IN WITHOUT TONE RIGHTS	-	36 EL 0/1
15. RESET PASSWORD	-	38 EX 1

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16. SET BOSS LINE	-	39 EX 1
17. SET FAX PORT	-	39 EX 2
(Only for AX308 onwards)		
18. DEFINE / UNDEFINE AUX. OPR.	-	39 EX 3/4
19. SET CALL METERING TYPE	-	39 PN 0/1/2
(Only for AX308 onwards)		
20. CANCELLATION OF IMMEDIATE HOTLN	-	31 EX 7
21. SET SECRETARY LINE	-	41 EX EX
22. SET ONE TERMINATION LINE FOR TRK	-	41 PN EX
23. SET CLASS OF SERVICES FOR EXT	-	42 EX D N
24. SET D/N MODES FOR INCOMING TRK	-	42 PN DN
25. SET SYSTEM TIME	-	43 HH MM
26. EXT/TRK-WISE FLASH TIME	-	44 LN T
27. SET SINGLE/TWO RESTRICTED DIGITS	-	52 D D D D D
28. SET SYSTEM DATE	-	61DDMMYYW
29. SET TRUNK ACCESS RIGHT	-	71 EL 111111...
30. CHANGE SYSTEM PASSWORD	-	81PPPPNNNN1
31. AUTO CHANGE OVER TIMINGS	-	82WHHMMHHMM
32. SELF SERVICE GROUP	-	91 PN EX....
33. COMMON SERVICE GROUP	-	92EX....
34. FILL GLOBAL BANKS	-	93BBPN....
35. REMOTE PROGRAMMING	-	H.F. + `#'